

# Position Description



<b>Position Title</b>	Senior Practitioner ROSA/Bridge	<b>Award Level</b>	SCHADS Level 5
<b>Department</b>	Child and Family Services	<b>Status</b>	Full Time as per contract
<b>Location</b>	Townsville	<b>Direct Reports</b>	Nil
<b>Reports to</b>	Manager, ROSA and BRIDGE	<b>PD Version</b>	April 24

## Your Opportunity

To support the leadership of programs to children and families delivered by the Bridge and ROSA teams. The position works collaboratively with both internal and external stakeholders in the Townsville region as well as the broader organisation to foster responsive and collaborative service delivery within the program suite.

## Your Employer - Centacare North Queensland

**Our PURPOSE:** As a social services ministry of the Catholic Diocese of Townsville, we promote wellbeing and resilience to individuals, families and communities in North Queensland.

**Our VISION:** Wellbeing for all.

**Our MISSION:** Enhancing wellbeing and resilience through respect, dignity and service excellence.

**Our VALUES:**

- ❖ INTEGRITY
- ❖ RESPECT
- ❖ EQUALITY
- ❖ COMPASSION
- ❖ DIGNITY
- ❖ STEWARDSHIP

Our values inform the way that our people relate to the community, those we support and to each other.

Centacare North Queensland delivers responsive, flexible and effective services to the community without regard to religion, race, culture, sexuality, gender, or economic circumstance.

## Department Overview

The Bridge and ROSA program suite comprises 2 service streams for children, young people and families. Counselling and Intervention (ROSA) services are provided to children and young people under 18 years who are subject to statutory intervention and require support as a therapeutic response (counselling and psycho-social education) arising from a personal experience of physical, emotional, or sexual abuse/harm and neglect. The overall objective of counselling and intervention service (ROSA) is to increase the stability of care placements and support to families where ongoing intervention by the Department is required. A discreet component of Counselling and Intervention services is Outreach Placement Support. This activity is aligned to Counselling and Intervention in that it aims to achieve placement stability, including where placement is at home following a period of residential care.

The Bridge team focuses on supporting families with parenting education and practical supports, including outreach and in-home contacts. The program is considered early intervention and works with families who may be experiencing vulnerabilities but are not involved with any statutory intervention.

The RAIFS program provides community development, and counselling, family support for families experiencing vulnerability and are at risk of family breakdown.

Both programs have teams based in Townsville and Mount Isa, reporting to the program manager.

## About the Position

The Senior ROSA/Bridge Practitioner will hold a small caseload of more complex ROSA clients as well as providing the TIPS service (support for Carers to placements). The role also supports the program manager with eligibility screening, intakes, waitlisting, reporting and compliance.

The Senior ROSA counsellor also holds the additional role of providing a high level of support to the Manager in meeting service agreement, organisational goals and provision of mentorship to other team members in program around practice development, case conceptualisation and service delivery.

### Key Responsibilities Include

- ❖ Participate in program and service planning, review monitoring and evaluation activities, to ensure efficient, effective and appropriate service provision, including documentation and maintenance of all client records as required.
- ❖ Provide the TIPS service for the ROSA program (support for placements where the young person is participating in the Rosa program)
- ❖ Proactive management and review of program processes, work instructions and ensure team members are working within these frameworks.
- ❖ Complete casework to a high standard including fostering this capacity in others including regular review of cases, Outcomes Star measure and completion of progress reports for Child Safety as required.
- ❖ Coaching, mentoring and motivating team members to achieve program goals, including assisting with induction of new staff and supporting staff in case discussions.
- ❖ Maintain comprehensive, professional, up-to-date client records and always ensure confidentiality.
- ❖ Ensure working from a trauma informed and child development practice framework and utilizing evidenced based interventions.
- ❖ Complete regular safety assessments and support for team members to undertake this work as needed.
- ❖ Participate and contribute to line management meetings, supervision, team meetings and staff days as required.
- ❖ Support for program manager in managing referrals, assessing referrals and related administrative tasks.
- ❖ Demonstrate leadership by coaching, mentoring and motivating team members to achieve program goals; including assisting with induction of new staff and supporting staff in case conceptualisation and planning and completing sit in as required.
- ❖ Support and assist program manager as required and where appropriate and take initiative when opportunities exist. This includes around program development and business planning, team building, supporting staff at meetings as directed by Manager.

**To ensure job flexibility the role may be required to perform any other duties as nominated by Centacare North Queensland consistent with the classification descriptors detailed in the *Social, Community, Home Care and Disability Services Industry Award 2010*.**

## Qualifications & Experience

### The Position Requires

- ❖ Possession of a relevant degree in social work or psychology and a minimum of three years' experience working therapeutically with children and young people who have experienced trauma.

- ❖ Demonstrated understanding and experience working with of theoretical and therapeutic approaches relevant to the work of both ROSA and Bridge
- ❖ Highly developed communication skills both written and verbal for working with a broad-based network of service providers and culturally diverse clientele.
- ❖ Knowledge of and understanding of the issues that impact on Aboriginal and Torres Strait Islander people in contemporary society. Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
- ❖ Demonstrated ability to undertake risk assessments relating to suicidal ideation and child protection concerns and capacity to liaise with manage to ensure client safety.
- ❖ Demonstrated organizational, time management and administration skills.
- ❖ Sound understanding of program procedures and the child protection system.
- ❖ Demonstrated ability of Leadership, guidance support and guidance to staff independently.
- ❖ Current open drivers' licence & current Working with Children Blue Card check and Disability services Yellow Card.

### Desirable

- ❖ Knowledge skills and experience in one or more of the following – Group work, counselling, community education and training and culturally responsive practices
- ❖ Relevant experience in Community Services and or within a Not-For-Profit or Faith Based sectors.

## Employee Obligations

### Work Health and Safety

Centacare North Queensland aims to maintain a safe and healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is a responsibility of all.

### Respect in the Workplace

Centacare NQ values and respects diversity of its workforce and believes that all employees should be treated fairly and with dignity and respect. All employees must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial and religious vilification, victimisation and bullying. Centacare NQ is and equal opportunity employer.

### Child Safe and Vulnerable People

Centacare North Queensland recognises our responsibility to ensure children's rights are protected and contribute to a community where children can grow and reach their potential.

Our Organisational Culture will hold the safety and wellbeing of children and vulnerable people at the core of all service delivery, practices and the environment in which we deliver them. Our work environment and culture will value, enhance and adhere to the National Principles for Child Safe Organisations.

Centacare North Queensland are committed to the safety, wellbeing, inclusion and participation of children and the most vulnerable in our community will be visible in all aspects of the organisations functioning and promoted more broadly to further such goals in the communities and regions that we work within.